



CITY OF HOUSTON

Job Posting

BJW

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20

Applications accepted from:	ALL PERSONS INTERESTED
Job Classification	Customer Service Clerk
Posting Number	PN# 113267
Department	PARKS AND RECREATION
Division	Director's Office
Section	Administrative Support
Reporting Location	2999 SO. WAYSIDE*
Workdays & Hours	M – F, 8 a.m. - 5 p.m.*

*Subject to change

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

This individual will perform clerical and/or administrative functions in the day-to-day operations of the Director's Office to ensure quality customer service. Respond to telephone inquiries received by mail, telephone, e-mail and personal contact. Research and compile information to resolve customer problems and communicate finding to customers. Inform supervisor of non-routine problems. Perform data entry to maintain record information. Process work orders utilizing a computer terminal and/or tracking system. Compile data to generate various reports such as activity logs, etc. Assist other divisions and agencies to resolve park issues. Perform other duties as request.

WORKING CONDITIONS

This position is physically comfortable; the individual has discretion about walking, standing, etc.

MINIMUM EDUCATIONAL REQUIREMENTS

Requires a high school diploma or a GED.

MINIMUM EXPERIENCE REQUIREMENTS

Six (6) months of clerical or customer service related experience is required.

MINIMUM LICENSE REQUIREMENTS

PREFERENCES

Preference will be given to applicants with Bilingual English/Spanish skills.

SELECTION/SKILLS TESTS REQUIRED

None

SAFETY IMPACT POSITION

Yes No

If yes, this position is subject to random drug testing and if a promotional position, candidates must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range – Pay Grade 10
\$723. - \$1,004. Biweekly \$18,798 - \$26,104 Annually

OPENING DATE

September 20, 2006

CLOSING DATE

September 26, 2006

APPLICATION PROCEDURES

Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor. **Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 845-1056. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

An equal opportunity employer